



NH Association of Certified Public Managers, Inc

P.O. Box 575, Concord, NH 03302-0575

www.nh.gov/hr/nhacpm

NH Association of Certified Public Managers

OCTOBER - DECEMBER 2003

Officers and Director to be Chosen

NHACPM Leadership Elections Underway

Leading into New Hampshire's First-in-the-Nation Presidential Primary, the NH Association of Certified Public Managers (NHACPM) will be conducted its election for leadership positions for the organization for the ensuing two years.

The positions to be filled by election include President, Secretary and one director- at-large position.

Ballots for the NHACPM election were placed in the mail to the Association's 81-members on December 2nd.

NHACPM members on the election ballot include:

President (Two Year Term):

Martin Bove, CPS
Health & Human Services
Carl Weber, CPM
Town of Amherst

Secretary (Two Year Term):

Kathleen Carr, CPM
Graphic Services
Jean Drouin, CPS.

Health & Human Services

Director at-Large

(Two Year Term):

Robin Descoteau, CPM
City of Manchester
Tony Giunta, CPM
Environmental Services

All NHACPM members are encouraged to participate in the election process by completing and returning their ballots to Elections Committee Chair Charlene Farmer **by the December 15th deadline.** A self-addressed, stamped envelope is included in the elections package for the return of completed ballots.

Members of the Elections Committee include Charlene Farmer of New Hampshire Hosotail, Chair; Patricia Gagne of the NH Department of Safety, and Douglas Chamberlain of New Hampshire Hospital.

Officers elected will assume office in January 2004.

Welcome to the NHACPM!

**The NH Association of
Certified Public
Managers is pleased to
welcome the following
new members:**

Matthew Cahillane
Health & Human Services

NHACPM's Giunta Nominated by Governor

Tony P. Giunta, P.E., CPM, of Franklin has been nominated by Governor Craig Benson to fill the vacant position of Director of the Waste Management Council at the NH Department of Environmental Services (NHDES).

The position is a division director level position within the state's environmental agency.

Officially nominated by NHDES Commissioner Michael Nolin and submitted by the Governor at the November 19th meeting of the Governor and Executive Council, Giunta faces a confirmation vote by the Executive Council this month. If confirmed, his term as Director would take effect upon confirmation with a term of office to expire on May 13, 2007.

Giunta is a 2000 graduate of the Granite State CPM program, and is currently a director-at-large for the NHACPM. He recently completed two terms as the Mayor of the City of Franklin.

Motto, Mission, Vision and Goals

Members to Determine NHACPM Future Course

In addition to the election of leadership positions, members of the NH Association of Certified Public Managers (NHACPM) will also be asked to consider the adoption of a first ever motto and new values, vision and mission statements and goals for the Association.

The end result of a strategic planning effort conducted in the spring, the changes proposed will change and shape the direction of the NHACPM for the years ahead.

Under the broad banner of a motto of **"NHACPM Leads the Way"**, the proposed changes require member-

ship approval as they are formally changes to the NHACPM by-laws.

The Values for the NHACPM are proposed to include:

Professionalism: *To conduct ourselves in a responsible and respectful manner that promotes pride and professionalism in ourselves and our organization.*

Communication: *To maintain an open atmosphere that welcomes all ideas and fosters teamwork.*

Commitment to Service: *To constantly contribute to the community by*

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NHACPM's Libby Beliveau Submits Winning Suggestion

AACPM Newsletter to be Called **"The CPM Connection"**

By Patti Barnett, CPM

Patti.barnett@dnr.state.oh.us

Earlier this year, suggestions were solicited for names for the Academy newsletter. Nine CPMers from across the country answered the call and submitted a total of 30 suggestions -- including three members from Kentucky, two members each from Arkansas and Florida, and one each from New Hampshire and Oklahoma.

Starting with the first edition of 2004, the Academy newsletter will be known as - **"The CPM Connection"**.

The winning suggestion was submitted by **Elizabeth Beliveau** of the NH Department of Safety, a member of the NH Association of Certified Public Managers and a current student in the New Hampshire Certified Public Supervisor program.

At the direction of the AACPM Board of Directors, the Academy's Publications Committee culled through the 30 potential names submitted in order to make a formal recommendation to the Board of Directors. The



Committee's unanimous choice of **"The CPM Connection"** was also unanimously adopted by the AACPM's Board of Directors at their Mid-Year meeting in Raleigh, NC in October.

Since its inception in 1988, the

AACPM has been communicating with its member through the publication of a newsletter. Although the publication has taken shape in many styles and formats over the intervening 15 years - from an initial photocopied version to one with color, multi-pages and photographs -- the one basic that has remained throughout that time is the publication had simply been called the **"American Academy of Certified Public Managers Newsletter"**.

As the AACPM continues to work to strengthen the professional "brand" of CPM, the Academy newsletter will be another step forward in that effort. And will continue to help connect all CPMers.

(This article is reprinted from the December 2003 edition of the AACPM newsletter.)

NHACPM Members in the News!

Teresa Commeau, Internal Auditor in the Office of Finance, NH Department of Health & Human Services, has been nominated as President of the National Conference of State Social Security Administrators (NCSSA) for 2003-2004. Teresa, a 2000 graduate of the Certified Public Supervisors program and a NHACPM member, has been New Hampshire's representative to the national organization since 1998. She has served as the Region I Vice President since 1998, was First Vice President in 2003, and has served as the NCSSA web site manager since 1999. The State of New Hampshire will also be hosting the 2004 NCSSA conference in Merrimack. Since 1952, the NCSSA has worked closely with the Social Security Administration and the Internal Revenue Service to address Social Security and Medicare coverage and employment tax issues raised by state and local government employers and state Social Security administrators throughout the United States and its'

territories.

After serving two terms as Franklin's Mayor, **Tony Giunta** announced earlier this year that he would not seek a third term in the city's fall elections. In making his announcement, Giunta said among the achievements his was most proud of as Mayor was the \$16,000 raised for the Mayor's Scholarship, which he created by donating his \$2,000 annual salary and holding fund-raising events. In addressing his fellow CPM graduates in 2000, Giunta credited his participation in the CPM program with giving him the confidence that ultimately led to his decision to run for Mayor in his home community.

New Durham Town Administrator **Bill Herman** has been elected to a two-year term as Chairman of the Board of Directors for the NH School Health Care Coalition (SchoolCare). Herman has served as a director of the pooled health insurance program since 1999, and was its treasurer in 2003. The program provides health

insurance coverage for county, municipal and school district employees throughout the state. The program serves approximately 5,500 active public sector employees and 550 retirees throughout the Granite State and is currently Cigna HealthCare's second largest client in New Hampshire. Herman was also recently reelected to his 17th term as Chairman of the Concord Regional Solid Waste/Resource Recovery Cooperative (CRSW/RRC). The Coop was formed in 1985 to provide for the long-term disposal of solid waste for 27 communities in central NH (including the cities of Concord, Franklin and Laconia) through the construction & operation of a centralized waste-to-energy facility.

NH Army National Guard 1st Sgt. **David Stevens** of Rochester appeared in a photo on the front page of The Union Leader (10/17/03 edition) leading a patrol in search of a 10-year-old Massachusetts boy in the woods near the Village of Loon Mountain in Lincoln. Stevens is a CPM graduate and a 2001 Askew Award recipient.

Members to Decide NHACPM Future Course

(Continued from Page One)

exhibiting flexibility, energy, humor and acceptance of diversity.

Ethics: *To perform our duties with honesty, integrity and professionalism, while contributing to the public management profession.*

The proposed Vision Statement for the NHACPM is: *"To be the premier resource of choice for public sector leaders in pursuit of high quality management practices and professional development & continuing education."*

The NHACPM Mission statement would change to be as follows: *"The mission of the New Hampshire Association of Certified Public Managers is to development, promote and foster recognition of leadership profession-*

als through certification and continued education. To provide service excellence to its members and others by supporting high quality management practice and professional performance."

With the proposed motto, vision and mission statements, goals for future NHACPM activities are proposed to focus on improving NHACPM Membership Benefits; Increasing Membership Participation; Public Awareness; and Serve as Public Sector Resources.

The NHACPM membership will receive a ballot addressing these proposed changes with the ballot for the 2004 election of officers. This ballot should be returned at the same time as the election ballot.

NHACPM Members-Only Workshops Featured

*By Charlene Farmer, CPM
NHACPM Past President*

Fourteen members of the NH Association of Certified Public Managers (NHACPM) participated in a members-only workshop on November 4th entitled "Becoming a Team Leader".

The workshop was presented by Monika Bissell of the NH Bureau of Education and Training at Franklin Pierce College in Concord.

The program was set up under one of the NHACPM proposed goals of providing training for members and an opportunity to network. I can only speak for myself, but I found that we could have gone on with the discussion in this interactive program for the better part of the evening.

An additional two members-only workshops have been planned for the first half of 2004. On Tuesday, March 23, 2004, "Fundamentals of Persuasion" will be offered, while on Tuesday, June 22, 2004, "Best Practices in New Hampshire Government".

These workshop sessions will

begin at 5:30 PM and end at 7:00 PM. There is a brief NHACPM membership meeting from 5 - 5:30 PM., and refreshments will be served. All sessions will be held in the rooms assigned to the Bureau of Education and Training at Franklin Pierce College, 5 Chennell Drive in Concord, directly behind the former Franklin Pierce College facility on Pembroke Road where many CPS and CPM program classes were held in the past.

Mark your calendars now so you don't miss these great sessions.

NHACPM Treasurer's Report

September 1 - November 30, 2003

Balance Forward	\$ 16,444.77
Income:	\$ 12,458.22
September Conference Registrations (65)	10,250.00
Vendor Table (1)	150.00
Sale of Shirts & Mugs)	165.00
Interest Earned	4.22
'04 Membership Dues (1)	30.00
In-Kind Contribution - Springfield College	1,859.00
Expenses:	\$ 11,619.79
AACPM '03 Dues (1)	15.00
AACPM Askew Awards	83.19
September Conference Center of NH	8,040.78
Water Bottles	290.49
Gift Certificates (30)	750.00
Refunds of:	
Overpayments (5)	200.00
Cancellations (2)	350.00
Bank Service Charge	5.50
November Workshop	25.83
In-Kind Contribution (Printing & Postage)	1,859.00
Balance	\$17,283.20
Checking Account	1,246.98
Savings Account	8,979.95
2005 Conference Fund	7,056.27

Respectfully submitted,
Bill Herman, Treasurer

NHACPM Web Site

Have you been visiting the NHACPM web site?

Maintained by Webmaster Vicki Tinsley of the NH Department of Administrative Services, announcements of upcoming events, meeting notices, etc., are available for your review.

**The address is:
www.nh.gov/hr/nhacpm**

Answers the Question: "What's it Worth?"

NH CPM Team Project Reveals "The Value of the CPM Designation"

By Ardie A. Davis, CPM
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"One lesson learned, far more important than the survey results, is the power of teamwork and the value of good team members." -- New Hampshire CPM Project Team, Executive Summary

Remember in grade school when a fellow student pointed at your shoulder and remarked, "You have a henway on your shoulder!" You looked at your shoulder, seeing nothing unusual, asked, "What's a henway?" The reply was, "Oh, about three pounds." You knew you'd been had and you couldn't wait to pull the prank on someone else.

Now you're an adult, engaged in the serious business of public service. When you proudly wear your CPM lapel pin on your shirt or jacket with the CPM logo on it, you may be asked, "What's a CPM?" It's easy to reply "Certified Public Manager". That won't mean much, however, to people who are not familiar with the program.

Getting the message out as to the meaning and value of the CPM

"The team project was formally presented to our Board of Directors, and we can tell you without any fear of contradiction the project has not only met, but also exceeded all of our expectations."

**-- Larry P. Totten, CPM, Kentucky
AACPM President**

program is important. Doing so is a key to increasing the number of CPM's engaged in active public service and actively involved in state associations.

How compelling is the CPM credential for retention or hiring in the public service arena?

Everybody knows that in today's

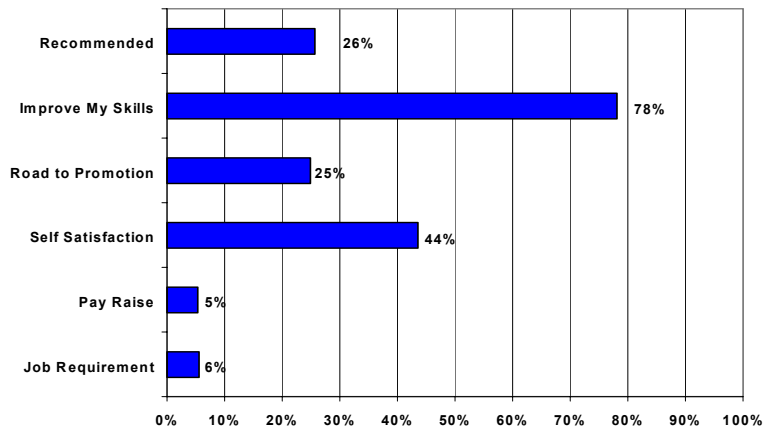
tight job market, you need compelling reasons for your employer to hire you.

The short answer is that up to now we had have some anecdotal evidence that the CPM credential is important, but not much scientific evidence. Thanks to a CPM Project Team in New Hampshire, we now have one hundred eighty-five pages of compelling anecdotal and scientific evidence.

New Hampshire's Team Three engaged in a very ambitious national project on behalf of the American Academy of Certified Public Managers (AACPM) to survey as many CPM graduates and supervisors of CPM graduates as possible. Each group took a separate, carefully prepared, survey. Team Three took great pains to build reliability and validity into the survey questions and method of distribution. Their diligence paid off in an amazing harvest of 1,230 completed responses to the survey. Although the team humbly declined to "make scientific pronouncements about the analysis of this data," they have given us a great deal of information that will be valuable to you and to your supervisor.

REASONS FOR ATTENDING CPM PROGRAM

(Multiple Answers Allowed)



The report entitled *"The Value of the Certified Public Manager's Education and Designation"* will also be invaluable to the AACPM and the National CPM Consortium leadership teams. My job here is to whet your appetite for reading the entire study. A complete report is not possible to squeeze into the pages of this newsletter.

One beauty of the Team Three Project report is that if you're a numbers geek you'll like it, or if you prefer anecdotes, quotes and summary statements, you'll like it. If you like an integrated combination of numbers, anecdotes and narrative analysis, you'll be a very happy CPMer.

Here are only four of several important findings quoted from the survey:

✓ 80% (of CPM graduates) indicated that the training was either of meaningful or significant value to them.

✓ The majority of the respondents indicated that they were not aware of the tangible benefits and thus did not take advantage of them.

✓ The first and second most

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NH CPM Team Project Reveals "The Value of the CPM Designation"

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prevalent answer to the question, "Why did you take this course?" were improvement of skills and self-satisfaction.

✓ At least 85% of the survey takers were over age 40.

These four findings alone are worthy of much study and discussion regarding the perceived and actual value of the CPM program as we strive to reach more students and increase membership in local associations and

Finally, is it significant that at least 85% of the respondents were over age forty? Team Three wonders, based upon this finding, "whether states should refocus their programs to include a greater number of younger professionals." What do you think?

Data from the national survey is presented in the final report in total, as well as broken down by individual CPM program jurisdictions. The AACPM's Integrated Marketing and Resource Catalog Committee sponsored the survey project. The report was accepted by the AACPM Board of Directors at their Mid-Year Meeting in Raleigh, NC in October. Since then, a copy of the report has been provided on CD to the Presidents of each member society, as well as the CPM Program Director in every

jurisdiction. The report was accepted by the AACPM Board of Directors at their Mid-Year Meeting in Raleigh, NC in October. Since then, a copy of the report has been provided on CD to the Presidents of each member society, as well as the CPM Program Director in every

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Project Team included Theresa J. Kennedy of the NH Department of Health & Human Services.

In the next issue of the NHACPM Newsletter, we will reprint two-pages of New Hampshire-specific information from the national CPM survey.

of Revenue Administration; Daniel Lennon of the NH Department of Corrections; Daniel Millis of the NH Department of Corrections; Kathleen Moulis of the University System of New Hampshire, College of Lifelong Learning, and David Perry of the NH Department of Health & Human Services.

I hope you've read enough to whet your appetite for more. Hats off and a standing ovation to Team Three

survey analysis, significant

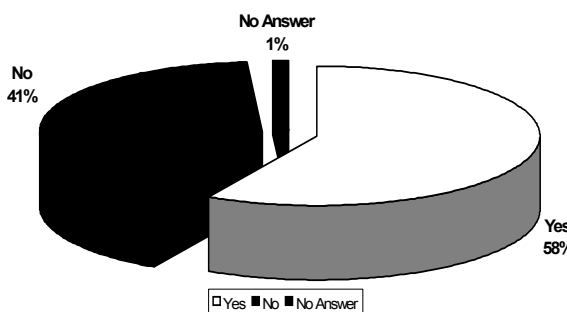
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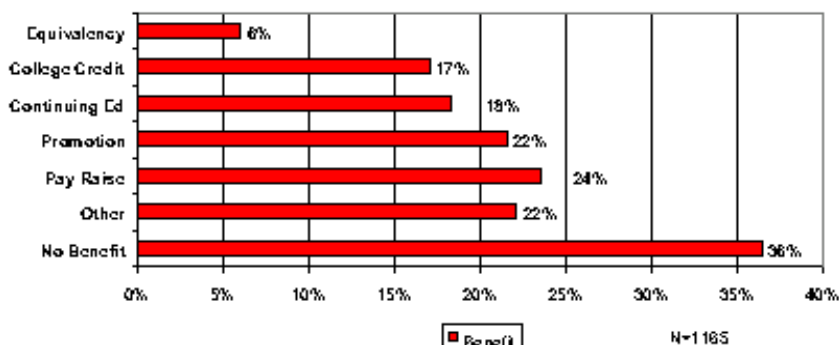
I find it amazing, for example, that only 80% of graduate respondents found the training either meaningful or significant. What happened to the other 20%? Was their participation a waste of time and money? If so, why? Does this reflect on the quality of the trainers in their respective programs or a lack of interest in the training in the first place -- or something else?

Likewise, how would you explain why most respondents are not aware of or take advantage of the tangible benefits of the Certified Public Manager program? Team Three suggests that, "Perhaps tangible benefits are not the primary motivators for either taking the training or belonging to the professional groups." Could there be other reasons?

INCREASE IN MANAGEMENT RESPONSIBILITY



OF CPM PROGRAM



2004 Membership Renewals Are Near!

Current members of the NH Association of Certified Public Managers (NHACPM) will be receiving membership renewal notices for 2004 by mid-December.

All renewals are to be submitted by January 31, 2004.

As part of the \$30 NHACPM annual membership fee, the required \$15 fee per NHACPM member for affiliation with the AACPM is included in the local dues.

Renewing members will find a new item on the renewal notice which requires their action. As it moves forward with greater electronic distribution of information, the AACPM has adopted a privacy policy in compliance with federal regulations which allows mem-

bers to indicate the degree of personal information they may want listed in the AACPM Membership Directory.

On the NHACPM renewal notices will be an "opt-out" option which will allow NHACPM members to determine the level of personal information provided by the NHACPM to the AACPM.

NHACPM membership has its privileges, including a \$100 certificate valid for training offered by the NH Bureau of Education and Training. Members are encouraged to reinvest in themselves and in the future success of their state and national organizations by renewing their NHACPM membership when they receive their renewal notices.

CPS & CPM Graduation

Graduation ceremonies for the current New Hampshire Certified Public Manager and Certified Public Supervisor Program classes are scheduled to be held on January 29, 2004 at the Howard Recreation Building in the State Office Park South off Pleasant Street in Concord.

In the event weather forces a postponement of the program, the snow date is set for January 30th.

The NHACPM provides support for this annual event by being greeters, helping graduates register and managing a table to provide information and recruit new members for the NHACPM.

If you can spare the time, please join your peers in representing the NHACPM.

Thought for the Day!

"There's a fine line between managing and being totally useless."

-- Scott Adams (2001)



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